

hardygroup

CANDIDATE INFORMATION PACK



Calvary

GENERAL MANAGER

CALVARY HAYDON RETIREMENT COMMUNITY





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EXECUTIVE SUMMARY

Calvary is a leading provider of quality, integrated care that puts patients, residents and clients at the centre of everything they do. Calvary offers flexible careers in clinical, allied health, hospitality, ICT and health administration, mission, leadership, management and more. Founded in Australia in 1885, they are one of the largest providers of health, aged and community care with over 18,000 staff and volunteers, 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care Centres.

Guided by a 135-year history in health care, Calvary is recognised as a continuing source of healing, hope and nurturing to the residents they serve. They live to provide our care with dignity and to improve the health and wellbeing of every resident. Their aged care services include both permanent aged care and residential respite care options, with professional nursing staff operating round the clock and visits from specialist clinicians. Our experienced team takes the time to get to know you, to understand your medical concerns and to make sure we meet your physical, social, emotional and spiritual needs.

Reporting to the Regional Chief Executive Officer ACT – The General Manager Haydon is responsible for the overall administration, management, governance and strategic plan of Calvary Haydon Retirement Community as well as ensuring the delivery of high-quality care to residents in the residential care and independent living units.

The successful candidate will demonstrate:

- Leadership ability and experience in an aged care or health related industry
- A collaborative leadership style that achieves sustainable results in a way that is sensitive to Calvary's culture, needs and expectations
- A knowledge of strategic and cultural factors shaping a not-for-profit quality aged care organisation
- A successful track record of operational management experience in an aged care or health related industry
- A genuine desire and commitment to working with the aged, resident families and the staff of the aged care industry

CALVARY HAYDON RETIREMENT COMMUNITY

At Calvary, "Everyone is Welcome. You Matter. We care about you."

At Calvary our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve.

Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

Haydon Retirement Community

Calvary Retirement Community (CRC) Haydon is a friendly, close-knit community and home to residents of many cultures and backgrounds. It's a place where our residents feel respected for who they are and feel comfortable being themselves in their surroundings.

Calvary Haydon's Aged Care Facilities accommodate both permanent and respite residents, many of whom require specialised nursing and extra assistance in their activities of daily living.

The service model includes residential aged care, dementia services, respite accommodation and independent living.

The Retirement Living service includes a total of 78, 2–3-bedroom independent living units, offering blended care of support and independence. The Residential Aged Care service includes 100 single rooms with ensuite, 24-hour care with RN's and AINs and a resident General Practitioner.

Haydon also has an onsite café, hairdresser and organises social activities and outings.



MISSION AND VALUES

Calvary's mission is to bring the healing ministry of Jesus to those who are sick and dying. They provide quality responsive and compassionate health to the community and aged care services. Calvary is based upon Gospel values and celebrates the rich heritage and story of the Sisters of the Little Company of Mary.

Values

Calvary's values are visible in how we treat each other, and act. We strive to treat people with the care and compassion of the Little Company of Mary. We are guided by the following core values.

Hospitality

Hospitality demonstrates our desire to feel welcomed, to feel connected and to belong. We extend hospitality to all who come into contact with our Services by providing connectedness, listening and responding openly.

Healing

Healing demonstrates our desire to respond to the whole person. We show this by caring for their spiritual, physical and psychological wellbeing. This promotes healing through reconnecting, reconciling and building relationships.

Stewardship

Stewardship recognises that as individuals and as a community, all that has been given to us has been a gift. It is our responsibility to manage these precious resources effectively. We strive for excellence, developing personal talents, material possessions, our environment and passing on the tradition of the Sisters of the Little Company of Mary.

Respect

Respect recognises the value and dignity of everyone is who associated with Calvary's services. We have a responsibility to care for all that we have contact with by providing justice and compassion no matter what the circumstances.



The Retirement Communities Story

Calvary Retirement Communities (CRC) provides quality care and services within a supportive environment in which residents are respected for their individuality. CRC has 14 residential care facilities and three stand-alone independent living villages across NSW, SA and the ACT.

1,428
EMPLOYEES

1,372 FACILITY STAFF | 56 SHARED SERVICES

1,146
RESIDENTS

395 MALE | 751 FEMALE

86

AVERAGE RESIDENT AGE

1,259,592

HOURS OF CARE

373

INDEPENDENT LIVING UNITS

1,142

BEDS

17

FACILITIES NSW | SA | ACT

Strategic Priorities

The strategic priorities are stated in the image below and can be found in the [Annual Review 2020/2021](#)

Our Behaviours

- We will be present, attentive and listen to each other.
- We will recognise the achievements of others.
- We will actively involve each other in decision making.
- We will be transparent.
- We will be accountable for our actions.
- We will not look to shift blame.

Priority: A focus on quality and safety

All staff understand and are supported to perform their roles and responsibilities with maximum effectiveness.

Create respectful, collaborative relationships with patients, residents, clients, families, Visiting Medical Officers and community partners from which to grow compassionate, person-centered models of care.

Commit to zero preventable harm and reduce the unplanned variation that leads to such harm, prioritising safety and continuous improvement.

Priority: Care of our people and our working environments

Provide safe, equitable workplaces that are welcoming and respectful of all.

Attract and encourage people who value making a difference and are willing to contribute a range of complementary skills, motivated by the spirit of 'being for others'.

Entrust, support and equip people to make their best and most effective contribution to Calvary's mission to provide 'healing, hope and nurturing to the people and communities we serve.'



Priority: Partnering and planning for the present and the future

Anticipate and respond to opportunities that will impact upon the communities that Calvary serves.

Partner to design and deliver new models that meet the emerging health and social needs of our communities.

Plan for the integration of technology enabled care into our services and models of care.

Advocate for, and initiate responses to, unmet needs and people experiencing disadvantage in the communities we serve.

Priority: Caring for our resources

Upgrade and maintain our facilities, ICT assets, infrastructure, and work environments and pursue innovative enterprise for the benefit of our people and our environment.

Sustain and develop new sources of funding to serve people now and in the future.

Demonstrate our accountability to utilise our resources more effectively in the service of others.

GENERAL MANAGER

The General Manager is responsible for the overall administration, management, governance and strategic plan of Calvary Haydon Retirement Community as well as ensuring the delivery of high-quality care to residents in the residential care and independent living units.

KEY DUTIES AND RESPONSIBILITIES

The General Manager will be able to ensure that the following duties and responsibilities are done to the best of their ability.

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Provide excellent care to the residents
- Establish and maintain effective relationships with key stakeholders, residents and their families
- Provide development and innovation within the workplace
- Follow Work Health and Safety procedures and responsibilities

View more of the required skills, experience and knowledge in the [Position Description](#).

SELECTION CRITERIA

The General Manager will demonstrate skill and knowledge in the following criteria:

1. Demonstrable knowledge of the Aged Care Act and Retirement Village Code Practice.
2. Understanding of the health and aged care sectors and a willingness to “roll up your sleeves”.
3. Demonstrated ability to stabilise and consolidate workforces that have been through a period of uncertainty/change
4. Well-developed and demonstrated leadership and people management skills, including the willingness and ability to exemplify and promote the Calvary Code of Conduct. Comprehensive experience in coordinating in a flexible, multi-skilled team environment with advanced interpersonal, communication and customer service skills.
5. Experience in managing the provision of quality clinical care in a highly regulated environment.
6. Proven health service management experience and problem-solving skills.
7. Strong financial management skills and experience and business acumen.
8. Proven health service management experience and problem-solving skills.
9. Understanding of the current and likely future operating environment in aged care services including the political context.

QUALIFICATIONS

The incumbent must have previous experience at general manager or senior operations level.

CHALLENGES

Major challenges/ opportunities currently associated with the role include:

- To be able to continue to develop Calvary Haydon into a provider of choice within a competitive aged care market.
- To respond in an effective and timely manner to emerging issues and significant reforms of the aged care industry and ensure that Calvary Haydon continues to thrive and grow.
- To ensure the position is one which provides support and service to the staff, residents and families.



REPORTING & KEY RELATIONSHIPS

The General Manager reports directly to the following:

- DDOC
- ILU coordinator
- Care choice advisor
- Kitchen Supervisor

KEY DATA

Service Location

Calvary Haydon Retirement Community, Bruce Canberra

Useful Links

[Role Description](#)

[Calvary Care Website](#)

[Annual Review 2020/2021](#)

EMPLOYMENT TERMS & CONDITIONS

REMUNERATION \$180,000 + Super

PRE-EMPLOYMENT PROBITY CHECKS

Information on a person's suitability for appointment is obtained for all appointments. Potential appointees will be asked whether there are any reasons why they should not be appointed such as: Information on a person's criminal history and other associated probity checks will be sought from those candidates whose application has progressed to shortlisting for interview.

Applicants unsure about the definition of disclosable criminal convictions or status of any criminal conviction may wish to seek legal advice in responding to the probity check questions. (A 'disclosable' conviction is one that is recorded by the court and has not been rehabilitated or spent under the Criminal Law (Rehabilitation of Offenders) Act 1986 and, in the case of Commonwealth convictions, the Crimes Act 1914 (Commonwealth), and does not breach the confidentiality provisions of the Youth Justice Act 1992.)

HOW TO APPLY

The closing date for applications is Friday 23rd of September 2022

The reference number to include in your application is H22_4180

For a confidential discussion, please contact Principal Consultant: Rhodie Miller

M: +61 (0)422 816 557

E: rmiller@hardygroupintl.com

Please submit application documentation to Executive Search Coordinator, Rebecca Fischle:

E: rfischle@hardygroupintl.com

It is standard practice for HardyGroup to acknowledge receipt of your application no later than the next business day. We request that if you do not receive the acknowledgement, you contact the search coordinator listed above as soon as possible after the 24-hour business period and arrange to resend your application if necessary.

Your application must include:

1. Completed HG Application Form
2. Cover letter addressed to the Principal Consultant;
3. A written response addressing the key selection criteria, found on **page 7**; and
4. An up-to-date copy of your Curriculum Vitae

Image: Calvary Haydon Retirement Community



REFEREES

You will need to provide details of three (3) professional referees. To do so, complete the relevant fields in the Candidate Profile. You should carefully consider who you select to approach to provide reference advice. Your current manager must be included. It is customary for referee reports to be requested after interview and if you are the preferred candidate, your permission will be requested prior to contacting your referees.

PERSONAL INFORMATION

HG complies with the Privacy Act 1988 (Cth), all applications are treated by HG in strict confidence, however in submitting an application you are extending permission to share your application with the Selection Panel.

Personal Information will be used to assess your suitability for appointment to this Positions Health Services. As part of the selection process, personal information will be dealt with in accordance with HG's Privacy Policy and the Information Privacy Act 2009.





Position Description

ALL CALVARY SERVICES

Version:0.5

Position Title:	General Manager		
Position Number:		Cost Centre:	
Site/Facility:	Calvary Haydon Retirement Community		
Department:	Retirement Communities		
Enterprise Agreement	N/A		
Classification:	<i>Salaried Position</i>		
Reports To:	Regional Chief Executive Officer, ACT		
Date of Preparation:	20/05/2022	Date Updated:	

Primary Purpose

The position is responsible for the overall administration, management, governance and strategic plan of Calvary Haydon Retirement Community as well as ensuring the delivery of high-quality care to residents in the residential care and independent living units.

Organisational Environment

[Click here to enter text.](#)

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Our Services include public and private hospital care, acute and sub-acute care, community care, retirement and aged care services, in both rural and metropolitan areas.

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Haydon also has an onsite café, hairdresser and organises social activities and outings.

Accountabilities and Key Result Areas

People and Culture:

- Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.
- To provide leadership, encourage teamwork and foster good communication with staff, residents, relatives and medical practitioners, allied health professionals and the local and regional community.

Excellence in Care:

- Establish and continue to promote the Calvary Retirement Community operating philosophy and agreed (in conjunction with the National Director Retirement Communities and the Regional CEO ACT) operating model of person-centred care and person-centred dementia care and palliative care.
- Ensuring continuous improvement in resident wellbeing and clinical outcomes through the development and/or promotion of policies and systems for assessment, case management, risk identification, and practice improvement in the Service and Calvary based on evidence and research.
- Ensuring that systems are in place and operating effectively to identify and support Calvary residents who are most vulnerable (e.g. due to lack of communication, mental capacity, mobility etc) to facilitate their participation in the community and access to personal attention and care.
- Measuring and benchmarking all areas of the service's performance and actively promote a culture of continuous improvement and innovation.
- Ensuring that the service monitors relevant local and overseas practice developments.
- Ensuring the development and/or promotion of mechanisms to support and educate family carers.
- Ensuring compliance with all relevant legislation, accepted good practice and Standards, including the requirements of the Aged Care Act, Retirement Villages Act, Department of Social services and Aged Care Standards and Accreditation Agency regarding service standards, protocols and elder abuse.
- Developing positive trusting relationships with Calvary residents, their families and Committee(s) and promote a sense of community, wellbeing, activity and mutual support.
- Ensuring effective systems and processes are in place to ensure the wellbeing and care of all residents in the facilities.

Service Development & Innovation:

- To establish and continue to develop a contemporary aged care service model committed to high quality care.
- Proven ability to manage regulation, accreditation and sustainability issues in residential aged care.
- Manage and administer resident admission in the RACF and for ILU's
- Provide a safe and healthy work environment, through the application of recognized WH&S policies and procedures and Calvary Risk Management policies.
- Contribute to the overall effective performance of Calvary
- Participate and contribute to the Executive Management Group meetings
- Participate in the Development and implementation of CRCC's strategic plan, including the proactive identification and realization of new business opportunities.

Wise Stewardship

- Ensuring compliance with legislation, organisational policies and delegations and reporting requirements.
- Operating according to established guidelines, procedures and approval levels in accordance with the National Delegations Manual and other national policies and procedures.

- Ensuring that all staff know and understand in a practical way the mission and values of Calvary, and their heritage. Developing and implementing mechanisms where the mission and values are promoted, shared, modelled and recognised in practice.
- Promoting a culture of recognition and celebration of achievements and events that are consistent with Calvary’s mission and values.
- Developing and implement mechanisms to immediately address activities which are contrary to the organisation’s mission and values.
- Ensuring that our services and staff are particularly aware of and responsive to the needs of the most vulnerable and marginalized members of our community.
- Establishing and maintain systems to ensure that the spiritual support of residents and their carers is integral to the delivery of holistic care, including the provision of effective pastoral care.

Community Engagement:

- Establish and maintain effective relationships with key stakeholders by developing and implementing effective communication strategies which promote ongoing efficient and effective working relationships across Calvary.
- Represent Calvary in specified areas, including the aged care sector, government, Catholic Health Australia and the wider community.
- Liaise with other Catholic Health and Aged Care providers for benchmarking and improvement purposes.
- Promote excellence and quality in service to all in accordance with the philosophy of the Sisters of the Little Company of Mary, and the philosophy, mission and vision of Calvary.
- Build a strong foundation in volunteer and fundraising management.
- Advocate for older people, particularly those who are most vulnerable, in the local community, with Government, and with other organisations.
- Develop opportunities to obtain regular feedback from our stakeholders on our performance, including comparisons with other providers

WH&S Responsibilities:

- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
- Report to your supervisor any incident or unsafe conditions which come to your attention;
- Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)

Key Relationships

Internal:	<ul style="list-style-type: none"> • Residents and their families • Staff and volunteers • Executive colleagues • Regional People & Culture team • National Office colleagues • Calvary Board • LCM sister on site and within the Province Leadership group
External:	<ul style="list-style-type: none"> • Service providers including GPs, allied health, palliative care and mental health teams, geriatricians and other specialists, hospitals, commercial service providers etc • Referrers including ACAT, hospitals, Discharge planners etc • Department of Social Services , Australian Aged Care Quality Agency , resident advocacy organizations etc • Union representatives • Industry professional and advocacy groups

	<ul style="list-style-type: none"> • Community organisations, e.g. schools and those seeking to improve access and outcomes for older people and other marginalized groups • Local government • Church(es) representatives in local community • Other service providers in aged care/disabilities etc • Universities, TAFE and other research and educational bodies (eg REPLAY); and • Suppliers and service providers • Vendors as per procurement agreements • External contractors • Consultants for redevelopment
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Position Impact

Direct Reports:	<ul style="list-style-type: none"> • DDOC • ILU coordinator • Care choice advisor • Kitchen Supervisor
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Budget:	<i>Yes full budget responsibility</i>
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Selection Criteria

	<ul style="list-style-type: none"> • Relevant tertiary qualifications in a management or health-related discipline. Post graduate qualifications in management are desirable. • Demonstrable knowledge of the Aged Care Act and Retirement Village Code Practice. • Understanding of the health and aged care sectors and a willingness to “roll up your sleeves”. • Demonstrated ability to stabilise and consolidate workforces that have been through a period of uncertainty/change • Well-developed and demonstrated leadership and people management skills, including the willingness and ability to exemplify and promote the Calvary Code of Conduct. Comprehensive experience in coordinating in a flexible, multi-skilled team environment with advanced interpersonal, communication and customer service skills. • Strong financial management skills and experience and business acumen. • Experience in managing the provision of quality clinical care in a highly regulated environment. • Proven health service management experience and problem solving skills. • Understanding of the current and likely future operating environment in aged care services including the political context.
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Approvals

Job Holder’s signature:	Date:
Manager’s signature:	Date: